

CaER Management Review ISO9000 Implementation Plan and Status

12/4/2000

Caroline Wang

Agenda

- MSFC ISO Implementation Team Status
 - ISO9001:2000 Revision
 - ISO9004

ISO9001:2000 Revision

- **New Emphasis on:**
 - Process, Management Responsibility,
 - Customer Satisfaction,
 - Continuous Improvement,
 - Resource Management
- **Eight Processes(?, Section):**
 - Scope,
 - Normative Reference,
 - Terms of Definitions,
 - Quality Management System,
 - Management Responsibility,
 - Resource Management,
 - Product Relization,
 - Measurement,
 - Analysis and Improvement.

ISO9004

- Provides Guidance and Recommendations beyond the requirements of ISO9001
- Focus on achievement of ongoing improvement, measured through the satisfaction of customers and other interested parties...
- Based on 8 Quality Management Principles
 - Customer focus,
 - Leadership
 - Involvement of people
 - Process approach
 - System approach to management
 - Continual Improvement
 - Factual approach to decision making,
 - Mutually beneficial supplier relationships

CD Internal Audit Report

- 0 Major NCR
- 4 Minor NCRs
 - Alternate Approving Official for credit cardholder (CD10)
 - Maintaining a purchase log (credit cardholder)(CD20)
 - Management review minutes (according to CD60-OWI-002)(CD50)
 - Training Record update (CD30)

Need CD Internal Auditors

- Current trained auditors:
 - Caroline Wang(CD30), Lead Auditor
 - Angela Storey (CD40)
 - Judi Hollingsworth(CD60)
- New volunteers
 - Jim Dowdy (CD30), Lead Auditor
 - Dana Smitherman (CD10)
 - Need more from other CD organizations